

## ONLINE TECHNICAL SUPPORT ASSISTANT

### DEFINITION

Provides routine technical support and assistance to students, faculty members, and other staff with online courses, learning management systems, and other web-based instruction support at a college.

### TYPICAL DUTIES

Responds to requests for routine technical assistance from students, faculty members, and other staff to resolve access issues and other routine problems related to online courses, learning management systems, and other web-based learning systems.

Provides information and basic training to individual users on navigating the District, college, and learning management systems websites.

Assists with the writing of basic operating instructions, training materials, and online manuals for students, faculty members, and other staff at a college.

Maintains and updates databases of enrollment and course data and compiles data summary reports on course performance and retention.

Reports equipment and system malfunctions to appropriate technical personnel.

Maintains a current knowledge of online learning management system updates by attending and participating in seminars, conferences, workshops, and other training sessions.

Performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS

An **Online Technical Support Assistant** provides routine technical support and assistance to students, faculty members, and other staff with online learning management systems in support of a distance learning program at a college.

A **Multimedia Specialist** creates instructional multimedia used for online learning management systems, websites, information kiosks, presentations, live video/web streaming, pod casts, and/or other materials in support of instructional programs at a college. Proficiency in learning management systems, various multimedia software applications and development tools, and providing training in the use of multimedia software and equipment is an integral part of the duties of this class.

### SUPERVISION

Immediate supervision is received from an academic supervisor or administrator. May provide work direction to student employees.

## CLASS QUALIFICATIONS

### Knowledge of:

Learning management systems such as BlackBoard, Etudes, Moodle, and WebCT  
Basic techniques used to troubleshoot routine computer application malfunctions  
Features, capabilities, and limitations of common computer hardware and software  
Customer service techniques for public contact in person and on the telephone  
New trends and developments in computer technology related to the assigned area  
Recordkeeping procedures  
Principles of training

### Ability to:

Diagnose and resolve routine login issues and problems related to learning management systems  
Train computer users in the use of computer software and equipment related to the assigned area  
Establish and maintain effective working relationships with faculty, administrators, students, and the public  
Communicate effectively in writing and orally  
Give clear and concise instructions  
Learn the characteristics of new computer systems, software, and hardware and update technical skills to adapt to changing technology

## ENTRANCE QUALIFICATIONS

### Education and Experience:

- A. An associate's degree or its equivalent from a recognized college or university with a major in computer science information technology (CSIT) or a related field.

**OR**

- B. Graduation from high school or its equivalent **AND** one year of full-time, paid technical support with online learning management systems such as BlackBoard, Etudes, Moodle, and WebCT.